

WGU Operations-Management Latest Exam Tips - Operations-Management Valid Exam Syllabus

WGU C215 Exam - Operations Management

Which definition is used for quality evaluates how well a product performs its intended function?

- Statistical Quality Control Charts
- Fitness quality for use
- Product design quality
- 14 points for quality improvement - ✓Fitness for use

Which total quality management (TQM) process was developed to stress management's responsibility for quality?

- Statistical Quality Control Charts
- Fitness quality for use
- Product design quality
- 14 points for quality improvement - ✓14 points for quality improvement

Which total quality management (TQM) process consists of 13 published standards and guidelines?

- ISO 9002
- ISO 9001
- ISO 9000
- ISO 1400 - ✓ISO 9000

A company manufactures shoes using a quality management system. The company needs to put a process in place to measure any defects. The company would like to measure the number of defects and observe the number of occurrences to isolate the particular defect.

Which quality tool should the company use to focus on correcting this particular issue?

- Control Chart
- Flowchart
- Scatter Diagram
- Checklist - ✓checklist

Which quality control tool should be used to monitor the current status or end result of a process?

- Control Chart
- Flowchart
- Scatter Diagram

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WGU Operations Management (C215, VDC2) Sample Questions (Q46-Q51):

NEW QUESTION # 46

What are two strategic objectives for every member of the supply chain?

Choose 2 answers

- A. Increasing end-customer demand
- B. Increasing cost effectiveness
- C. Becoming more efficient
- D. Finding the best distribution location
- E. Reducing production and delivery times

Answer: B,C

Explanation:

Two universal strategic objectives for all supply chain members are increasing cost effectiveness and becoming more efficient. Every organization in the supply chain-suppliers, manufacturers, distributors, and retailers-must manage costs while improving operational efficiency to remain competitive.

Cost effectiveness ensures:

- * Sustainable margins
- * Competitive pricing
- * Resource optimization

Efficiency focuses on:

- * Process improvement
- * Waste reduction
- * Throughput enhancement
- * Reliable delivery

While reducing lead times and increasing demand are desirable outcomes, they are not universal strategic objectives for every participant. Distribution location decisions apply only to specific nodes.

Operations Management views supply chains as interdependent systems, where overall performance depends on efficiency and cost discipline at each stage.

NEW QUESTION # 47

A comprehensive automobile collision shop offers body and engine repair as well as custom vehicle paint options.

Which two operational processes would suit this shop?

Choose 2 answers

- A. Continuous process
- B. Batch process
- C. Project process
- D. Line process

Answer: B,C

Explanation:

An automobile collision shop performing body repair, engine repair, and custom paint jobs requires both project and batch processes. A project process is appropriate because many repair jobs are unique, varying in scope, damage severity, customer requirements, and repair time. Each vehicle may require a distinct sequence of tasks, making standardized flow impractical.

A batch process is suitable for activities such as painting or part refurbishment, where similar tasks are grouped together to improve efficiency. For example, multiple vehicles may be painted in the same color batch to reduce setup time and material waste.

Line and continuous processes are unsuitable because:

- * Repairs are not standardized
- * Volume is relatively low
- * Customization is high

Operations Management emphasizes aligning process type with product variety and volume. This hybrid approach allows flexibility while maintaining efficiency where possible.

NEW QUESTION # 48

What is a major factor in the decision to locate a business near its primary market territory?

- A. Proximity to parks
- B. Proximity to labor
- C. Proximity to a community center
- **D. Proximity to customers**

Answer: D

Explanation:

Comprehensive and Detailed Explanation (#250 words):

The dominant factor in locating a business near its primary market territory is proximity to customers.

From an Operations Management perspective, closeness to customers:

- * Reduces transportation and delivery time
- * Improves service responsiveness
- * Enhances customer satisfaction
- * Supports demand growth

This is especially critical for service organizations and distribution-intensive businesses, where customer access and speed are competitive advantages.

While proximity to labor is important, it does not define market territory. Community centers and parks are not operational drivers. Locating near customers aligns capacity with demand, minimizes logistics complexity, and strengthens market presence.

NEW QUESTION # 49

What is one advantage of a periodic review system?

- **A. All items are reviewed during the same time interval.**
- B. Inventory balances are updated after every transaction.
- C. Items are handled individually.
- D. Less inventory is needed to protect against stockouts.

Answer: A

Explanation:

A key advantage of a periodic review inventory system is that all items are reviewed at the same time interval.

In a periodic review system:

- * Inventory levels are checked at fixed intervals (e.g., weekly, monthly)
- * Orders are placed to raise inventory to a target level
- * Multiple items can be ordered together

This approach simplifies administration and reduces ordering costs, making it especially suitable for:

- * Retail environments
- * Low-value or slow-moving items
- * Situations where continuous monitoring is impractical

The other options describe continuous review systems:

- * Individual item handling
- * Real-time inventory updates
- * Lower safety stock requirements

Operations Management recognizes periodic review as a trade-off between control and simplicity. While it may require higher safety stock, it offers operational efficiency and cost savings in many contexts.

NEW QUESTION # 50

How does inventory management differ for manufacturing organizations compared to service organizations?

- **A. Manufacturing organizations must maintain tangible inventory.**

- B. Service organizations are concerned with managing idle time due to material and component shortages.
- C. Manufacturing organizations must keep large amounts of product on hand at all times, regardless of demand.
- D. Service organizations must maintain work-in-progress types of inventory.

Answer: A

Explanation:

Manufacturing organizations differ from service organizations because they must maintain tangible inventory

.

In manufacturing, inventory includes:

- * Raw materials
- * Work-in-progress
- * Finished goods

These physical items require storage, handling, tracking, and capital investment. Inventory management is therefore a central operational concern in manufacturing.

Service organizations, by contrast, typically do not produce tangible goods. Their primary "inventory" consists of:

- * Labor availability
- * Time
- * Capacity

Idle capacity in services cannot be stored for future use, making demand management more critical than inventory storage.

The incorrect options misrepresent service and manufacturing realities:

- * Services do not maintain physical WIP
- * Manufacturers do not hold inventory regardless of demand
- * Idle time in services is not caused by material shortages

Operations Management highlights inventory as a fundamental structural difference between manufacturing and service systems.

NEW QUESTION # 51

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